

RFA # 31-22

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Q&A

	RFA Section	Question	Answer
1	N/A	Consumers/participants and consumer/participant advocates were involved in reviewing and scoring RFP responses during the initial CHC-MCO procurement and last several cycles of the HealthChoices (PH-MCO) procurements. Will consumers/participants, advocates, people with disabilities and/or Medicaid recipients similarly be included in the review of submissions for this RFA?	Please refer to Section II-3 of the RFA, as modified by Addendum 2. The Department cannot provide additional information at this time.
	RFA Section	Question	Answer
2	I-2 and I-10	The RFA requires that technical submittals are compliant with Section 508 of the Rehabilitation Act of 1973. Given that the amount of time required to comply with these requirements could take up to four weeks after applicants write and produce the proposal (more than half of the total time allotted to respond), will the Department consider an extension of the deadline to April 15, 2024? Alternatively, if the Department would prefer to keep the deadline of March 15, 2024, would the Department consider removing the Section 508 compliance requirement from the technical submittals or allow a later due date for 508 compliant versions of the submitted documents?	Please refer to Addendum 4 for an extension of the application due date and exemptions for certain documents from 508 compliance. Please refer to Section I-14.B.1.a: the Department may request at any point during the evaluation, selection, and negotiation processes, that an Applicant revise a non-conforming application to align with the accessibility standards.
	RFA Section	Question	Answer
3	I - 14	Please confirm that Applicant's redacted submissions are not required to be 508 compliant. Redacted documents may not conform to applicable accessibility standards due to the redaction tool removing data and text and inability of reader program to read the black redacted boxes.	Redacted submissions should be 508 compliant. Applicants should submit an unredacted application. If there is proprietary information, the Applicant should complete Appendix L, Trade Secret Proprietary Information Notice and submit a separate Application with the redacted information. A selected Applicant's redacted version will be the application included as part of the awarded agreement for purposes of public access on the Pennsylvania Treasury's Contract eLibrary.

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4	I - 14	Section I-14.A states that email attachments are limited to 10mb. Due to the size of the responses, this may necessitate more than 15 separate emails per Applicant. Would DHS consider allowing Applicant's to submit responses on a single USB drive containing all files in lieu of email submission?	The applications should be submitted in accordance with Section I-14. The Department will not accept any other means of submission.
	RFA Section	Question	Answer
5	I-14	508 compliance requires the Table of Contents to be linked to the header hierarchy of the response. If Applicants must split PDFs to reduce size to 10MB, the links will no longer work across the document and the Table of Contents will not maintain the 508 compliance. Please confirm that the Table of Contents will be excluded from the 508 compliance requirement.	The Table of Contents is exempt from 508 compliance. Please refer to Addendum 4.
	RFA Section	Question	Answer
6	I-14	Some requested attachments are created independently by outside firms and therefore may not meet submission requirements such as font size and 508 compliance. Please confirm that attachments created by outside firms, such as financial documents, do not need to meet submission formatting requirements.	Audited financial documents, forms/documents required in their original format, schematics and workflows are exempt from 508 compliance. Please refer to Addendum 4.
	RFA Section	Question	Answer
7	I-14	Please confirm that DHS will accept digital or electronically placed signatures in lieu of written signatures.	The Department will accept digital signatures.
	RFA Section	Question	Answer
8	I-14	Will DHS allow a divider page to be placed in between attachments and appended materials for ease of review? If so, please confirm those are excluded from 508 compliance.	Applicants may include a divider page between attachments and appended materials for ease of review; however, divider pages are not exempt from 508 compliance.
	RFA Section	Question	Answer
9	I-14	Please confirm that appendices the Applicant is to complete and submit on DHS created forms are not required to be 508 compliant, as the forms are not currently 508 compliant.	Responses submitted on Commonwealth-created forms are exempt from 508 compliance. Please refer to Addendum 4.

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	RFA Section	Question	Answer
10	I-14	Please confirm that organizational charts, IT systems diagrams, and other attachments requested by DHS are excluded from the 508 compliance requirement.	Organizational charts, IT systems diagrams, and other attachments that must remain in their original form are exempt from 508 compliance. Please refer to Addendum 4.
	RFA Section	Question	Answer
11	I-14	Please confirm that DHS will allow a font size of 10 be used for headers, footers, graphics, tables, and the restatement of technical questions.	10 point font is allowable for headers, footers, graphics, tables, and the restatement of technical questions. Applicants should utilize graphical exhibits sparingly. Large amounts of text should not be put forward as part of a graphical exhibit.
	RFA Section	Question	Answer
12	I-14	Please confirm that the sample performance monitoring reports DHS requested to attach for Question 4 in Appendix E Work Plan Questionnaire is excluded from the 508 compliance requirement.	The sample performance monitoring reports are exempt from 508 compliance. Please refer to Addendum 4.
	RFA Section	Question	Answer
13	I-14	Please confirm that the PERT and work plan requested in the Work Plan Section are excluded from the 508 compliance requirement.	The PERT and work plan are exempt from 508 compliance. Please refer to Addendum 4.
	RFA Section	Question	Answer
14	I-26	Please confirm that the statements in the “Applicant’s Representations and Authorization” section are compliance statements only and that DHS is not expecting a response to these statements within the Applicant’s RFA document.	The statements in Section I-26 are representations and authorizations the Applicant makes by submitting an application. No response is necessary unless the Applicant is unable to make the representation or authorization, in which case the Applicant should submit a written explanation of why it cannot make the representation or authorization.

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	RFA Section	Question	Answer
15	II-5 or III-5	Section II-5 part B, on page 23 of the RFA, states “The Commonwealth will review the Applicant’s previous three financial statements” however Section III-5 part B, on page 32 of the RFA, states “Audited financial statements for the two most recent fiscal years for which statements are available.” Please confirm if DHS would like the two or three most recent years of financial statements.	Applicants should submit the three most recent years of financial statements. Please refer to Addendum 4.
	RFA Section	Question	Answer
16	III-4	Please confirm that Applicant disclosures “for all lines of business within their organization” required by Section III-4.A are limited to state-funded lines of business operated by the Applicant entity (and not healthcare exchange or other lines of business), and that DHS does not expect disclosures related to any affiliates listed on Appendix D.	<p>The disclosures required by Section III-4.A. are for all lines of business and are not limited to state-funded lines of business operated by the Applicant entity.</p> <p>The Applicant should provide the same disclosures for all of its subsidiaries and affiliates.</p> <p>Please refer to Addendum 4.</p>
	RFA Section	Question	Answer
17	III-4	Please confirm that “investigation”, as that term is used in Section III-4.A, is meant to include official investigations opened by Federal and State agencies only.	This refers to investigations by any government unit (for the avoidance of doubt, this is not limited to federal and state executive agencies), including federal, state, or local governments, that would significantly impact the Applicant’s ability to provide services as required by the RFA or reflect upon the Applicant’s reliability and integrity for good faith performance of the agreement.

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	RFA Section	Question	Answer
18	III-4	Please confirm that, for Section III-4.A referring to litigation, “significant” means litigation in which an unfavorable outcome could impact the Applicant’s ability to deliver the services contemplated by this RFA.	Applicants must disclose significant litigation that would significantly impact the Applicant’s ability to provide services as required by the RFA or reflect upon the Applicant’s reliability and integrity for good faith performance of the agreement.
	RFA Section	Question	Answer
19	III-4	Will DHS please confirm that employment litigation is excluded from “the provision of managed care or health care services” for the purposes of the RFA response?	Please refer to the response to Q.18. Employment litigation must be disclosed if it would significantly impact the Applicant’s ability to provide services as required by the RFA or reflect upon the Applicant’s reliability and integrity for good faith performance of the agreement (including, but not limited to, compliance with the provisions set forth in Appendices O and P.
	RFA Section	Question	Answer
20	III-4	Please confirm that DHS would only like to see the number of FTEs occupying each role on the org chart, not the number of FTEs and anticipated hours worked for each FTE.	Include the number of FTEs, assuming a 37.5 hour work week. The Department does not require the anticipated number of hours worked for each FTE.
	RFA Section	Question	Answer
21	III-4	Please confirm the Chief Information Systems Officer in III-4. C. Personnel is the full-time Information Systems Coordinator described in Section V of Appendix B.	Yes.
	RFA Section	Question	Answer
22	III-4	Please confirm the statement, “For all management positions specifically identified in your application, including, but not limited to, the executive management positions listed above, provide:” should read, “For all executive	The statement is correct as written.

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		management positions specifically identified in your application, including, but not limited to, the executive management positions listed above, provide:”	
	RFA Section	Question	Answer
23	III-4	Please confirm that DHS only requires the names of Executive Management and Key Administrative Personnel on the org chart.	DHS only requires the names of Executive Management, Key Administrative Personnel, and any other management positions specifically identified on your application on the organizational chart.
	RFA Section	Question	Answer
24	III-4	Please confirm if the roles of Housing Coordinator and Employment Coordinator are Key Admin. Positions. They are not referenced in Section V.W. of the draft Agreement but they are listed in Part III Section C. 2. Key Administrative Positions pdf page 30-31.	Yes. MCOs operating under the agreements ultimately awarded as a result of this RFA will be required to employ personnel for these two positions. These positions are not a requirement in the current 2024 CHC Agreement and thus do not appear in the draft agreement set forth in Appendix B. As noted throughout the RFA, the agreement in Appendix B is a draft that is subject to change. Applicants should respond to the information requested by the RFA.
	RFA Section	Question	Answer
25	III-4	Please confirm it is acceptable to use the subcontractor’s tax identification number or employer identification number (EIN) for the required item #7 Unique Entity Identifier Number. If not, what does DHS expect to be used for this data point?	Yes, this is acceptable if the subcontractor does not have a UEI.
	RFA Section	Question	Answer
26	III-4	Please confirm what information is desired for data point #4 – Type of Organization? For example, LLC, corporation, sole proprietorship, etc. or for profit or not-for-profit.	This refers to the subcontractor’s organizational structure (i.e., whether the subcontractor in a corporation, LLC, etc.).

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	RFA Section	Question	Answer
27	III-4	Please confirm data point #8 – SAP/SRM Vendor Number should be the SAP number which is included in the DGS Supplier database. If so, please confirm this would only apply to SDB/VBEs, not to other subcontractors.	The SAP/SRM Vendor Number should be included for all subcontractors identified in the application. If the subcontractor does not have an SAP/SRM Vendor Number, the Applicant should state that in lieu of providing the number.
	RFA Section	Question	Answer
28	III-4	Please define “job category” as mentioned in Data point #10.	“Job category” means job titles as identified in the application. This should align with the job titles used in the proposed organizational structure and organizational charts.
	RFA Section	Question	Answer
29	III-4	Data point #12 – Please define how to calculate the percentage of time staff will be dedicated to the Project. Some subcontractors provide services based upon the specialty of the provider and no one is dedicated but it is billed by the case.	In calculating the percentage, Applicants should assume a full-time schedule (37.5 hours/week).
	RFA Section	Question	Answer
30	III-4	Data point #14 – Resumes (if appropriate and available) – please confirm if the request for resumes is tied to the paragraph following this listed item #14 (page 31) “If applicable, the Applicant’s subcontractor information should include the employees’ names, education and experience in the services outlined in this RFA. Information provided should also include the responsibilities each individual will have in this Project and how long each has been with subcontractor’s company.”	No, these are separate requests. Some of the information requested may overlap; however, the information requested in the last paragraph should be in narrative form, while resumes may be appended to the application.
	RFA Section	Question	Answer
31	III-4	In regards to the statement “If applicable, the Applicant’s subcontractor information should include the employees’ names, education and experience in the services outlined in this RFA. Information provided should also include the responsibilities each individual will have in this Project and how	This should include any individual that is proposed as key personnel for the project.

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		long each has been with subcontractor’s company”, when is it applicable to provide employee’s names, education and experience?	
	RFA Section	Question	Answer
32	III-4	In regards to the statement “If applicable, the Applicant’s subcontractor information should include the employees’ names, education and experience in the services outlined in this RFA. Information provided should also include the responsibilities each individual will have in this Project and how long each has been with subcontractor’s company”, rather than Subcontractor employee names, education and experience, would the Commonwealth accept overall years of experience and expertise the Subcontractor company possesses in providing these services?	Please refer to the response to Q.31. If the subcontractor is not providing key personnel, but the Applicant is using the subcontractor’s experience
	RFA Section	Question	Answer
33	III-4	Will DHS please consider narrowing the scope of “subcontractors” to entities providing covered services for the purposes of the RFA response?	No.
	RFA Section	Question	Answer
34	III-4	Please confirm it is acceptable for the Applicant to report the subcontractor’s business registration status and number in response to data point #6 – Status of charter and corporate charter number. If not, please provide further details on what is appropriate for the Applicant to provide for all subcontractors in response to this data point.	Yes, it is acceptable to include their business registration status and number.
	RFA Section	Question	Answer
35	III-4	Please confirm the restatement of the question is not included in the page limits.	Exact restatement of questions is not counted towards the page limit.
	RFA Section	Question	Answer
36	III-6.	Is the systems diagram requested in Section J of the Work Questionnaire considered a “requested document” as stated in III-6. Work Plan: “All page limits apply to response text only, not to any requested documents”?	Yes, it is considered a requested document and is not counted towards the page limit.
	RFA Section	Question	Answer
37	III-6.	We assume Applicants should acknowledge and affirm conformance with the six design principles and requirements for the “Applicant Response”. Can DHS please clarify?	Applicants should acknowledge and conform to the six design principles and requirements when proposing solutions

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			within applications in response to Commonwealth solicitations. The selected Applicant must align its performance and deliverables with these principles and requirements under any agreement that may be awarded as a result of this RFA.
	RFA Section	Question	Answer
38	III-7.	We assume that selected Applicants will work in partnership with the Department post RFA submission on solution development work and to provide the additional documentation and deliverables outlined within the Design Principles and Requirements. Can the Department please clarify?	Yes, the Department will work with the selected Applicants on any additional documentation that may be needed; however, the Department will not provide any IT services to implement these requirements. The selected Applicant must align its performance and deliverables with these principles and requirements under any agreement that may be awarded as a result of this RFA.
	RFA Section	Question	Answer
39	III-7.	For the “Applicant Response”, is it the Department’s expectation that Applicant’s supply a response as part of the RFA submission? If yes, is there a page limit for the “Applicant Response” to part “C” as part of the “III-7 Requirements”?	Yes, the Applicant should supply a response where prompted to do so. There are no page limits for these responses unless the RFA expressly identifies a page limit.
	RFA Section	Question	Answer
40	III-7.	Regarding the reference to: ITP-NET005, the cited document notes on page 1 that there is a Scheduled Review of ITP-NET005 in July 2023. Is there an updated ITP-NET005 that applicants should review?	The Commonwealth’s most recent versions of the IT Policies are publicly available at https://www.oa.pa.gov/Policies/Pages/itp.aspx .

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			As of today, March 1, 2024, the last available revision of ITP-NET005 is dated 7/23/2022 (see page 6).
	RFA Section	Question	Answer
41	III-7.	Regarding the phrase: “Applicants shall acknowledge and conform to the following six design principles and requirements when proposing solutions within applications ...” does the word “applications” here refer to Applicant proposals responding to this RFA, or does it refer to software applications?	Software applications.
	RFA Section	Question	Answer
42	III-7.	Applicants are required to submit document artifacts to substantiate audit review results, regulatory certifications, and other documentation from internal sources and third parties. In the interests of transparency and document integrity, we assume that applicants should supply these artifacts in their original format, and not alter them in any way (e.g. to make them 508 compliant). Are we correct in our assumption? If we are not correct, please clarify.	Please refer to the response to Q.6 and to Addendum 4.
	RFA Section	Question	Answer
43	Appendix B	The item refers to “RFP Number 12-15 attached as Appendix 1” but we cannot find any other reference to RFP Number 12-15 nor any reference to Appendix 1 in the RFA or supporting documents. Please clarify.	The draft agreement (which aligns with the existing 2024 CHC Agreement) references the initial CHC RFP number. The CHC Agreements resulting from this RFA will be updated to reference this RFA (RFA No. 31-22).
	RFA Section	Question	Answer
44	Exhibit BB	Can DHS please provide the link to the Operations Reporting Requirements Submission Schedule?	The Operations Reporting Requirements Submission Schedule is not shared publicly, but will be made available to selected Applicants.
	RFA Section	Question	Answer
45	Exhibit FF	Between Item 5 and Item 6 is the number "7.1" and between Item 6 and 6.i. is the number "7.2". We assume the two numbers (7.1 and 7.2) can be	Yes, that is correct.

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		ignored by the applicant and are not referencing other sections of the RFA. Are we correct in our assumption? If we are not correct, please clarify.	
	RFA Section	Question	Answer
46	Exhibit FF	We assume the term "Cloud Services Requirements" in Exhibit FF, Attachment 1 is synonymous with the term "Computing Services Requirements (CSR)" in Appendix Q. Are we correct in our assumption? Please clarify if we are not correct.	Yes, that is correct. The title of “Cloud Services Requirements” is older terminology that has been updated to “Computing Services Requirements.” Please refer to ITP-SEC040 ITP-SEC040 Computing Services Provided by Service Organizations (pa.gov)
	RFA Section	Question	Answer
47	Appendix B and E	The Service Coordinator staffing ratio requirements in Appendix E, Question B-31 (1:50 for HCBS Participants and 1:200 for NF Participants) are different from those cited in Appendix B (1:60 for HCBS Participants and 1:225 for NF Participants). Is this a typo? If so, which is correct?	1:60 for HCBS and 1:225 are the requirements for 2024. For 2025, the ratios are anticipated to be 1:50 for HCBS and 1:225 for NF. Applicants should respond in accordance with the Appendix E ratios. Please refer to the response to Q.24.
	RFA Section	Question	Answer
48	Appendix E	For purposes of responding to RFA Questions by Applicants, we assume the use of the term "consumer directed" in item C.5 is synonymous with "participant directed" as used and defined throughout the RFA. Are we correct in our assumption? If we are not correct, please clarify.	Yes, that is correct.
	RFA Section	Question	Answer
49	Appendix E	Please confirm that we are to attach the current, approved D-SNP model of care, and that it should not be modified for Section 508 compliance. For example, powerpoint provider education slides that are embedded within the document to illustrate what topics are covered would need to be described or removed which would alter the approved D-SNP model of care.	Please refer to the response to Q.6 and to Addendum 4.

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	RFA Section	Question	Answer
50	Appendix E	The Comprehensive Diabetes Care: LDL Control <100 HEDIS measure was retired in 2015. Please confirm that Applicants should replace this measure with a current HEDIS measure focused on diabetes management, such as Hemoglobin A1c Control for Patients with Diabetes (Adequate Control <8.0%).	This is correct and confirmed. The measure should read, Hemoglobin A1c Control Patients with Diabetes (Adequate Control<8.0%). Performance measures can be referenced in the EQR Statewide Medicaid Managed Care Annual Report at the DHS website. CHC-Publications (pa.gov). Please see Addendum 4 and Revised Appendix E.
	RFA Section	Question	Answer
51	Appendix E	The Breast Cancer Screening HEDIS measure as written in the current NCQA HEDIS Technical Specifications assesses women ages 50-74. Please confirm that Applicants should use the current BCS HEDIS measure age range of 50-74 to be reported.	This is correct and confirmed. This measure should read Breast Cancer Screening (Ages 50-74 years) Performance measures can be referenced in the EQR Statewide Medicaid Managed Care Annual Report at the DHS website. CHC-Publications (pa.gov). Please see Addendum 4 and Revised Appendix E.
	RFA Section	Question	Answer
52	Appendix E	The Cholesterol Management for patients with Cardiovascular Conditions: LDL-C Controlled<100 HEDIS measure was retired in 2015. Please confirm that Applicants should replace this measure with a current HEDIS measure focused on cholesterol management for patients with cardiovascular disease, such as Statin Therapy for Patients with Cardiovascular Disease (SPC). If reporting for SPC is desired, please indicate which sub measure is preferred, Received Statin Therapy or Statin Adherence.	This is correct and confirmed. The measure should read Statin Therapy for Patients with Cardiovascular Disease (SPC). Submeasures for therapy and adherence are included. Performance measures can be referenced in the EQR Statewide Medicaid Managed Care Annual Report at the DHS website. CHC-Publications (pa.gov). Please see Addendum 4 and Revised Appendix E.

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	RFA Section	Question	Answer
53	Appendix E	For the Emergency Department Utilization Measure, does DHS want to see non-emergent rates, emergent rates, or both emergent and non-emergent rates combined into a single rate?	The Emergency Department Utilization Measure is captured under the Ambulatory Care Measure. This would include intensity of the visit. Performance measures can be referenced in the EQR Statewide Medicaid Managed Care Annual Report at the DHS website. CHC-Publications (pa.gov).
	RFA Section	Question	Answer
54	Appendix E	Given the size and technical nature of a MIS system diagram, does the systems diagram have to adhere to the Technical Submittal format requirement which specifies compliance with Section 508?	The MIS system diagram is exempt from 508 compliance. Please refer to Addendum 4.
	RFA Section	Question	Answer
55	Appendix E	Could the State clarify what is intended for the scenarios when they state, "Unless otherwise indicated, applicants should address all aligned Dual-eligible, unaligned Dual-eligible, and Medicaid-only participants." Should each scenario assume that the participant could be in each of the three categories (unless otherwise stated, such as in scenario #3)? Or should applicants assume the participant's category based on the information outlined in the scenario?	Yes, each MCO should respond with how they would provide services for participants in all of the listed categories unless otherwise indicated.
	RFA Section	Question	Answer
56	Appendix E	Scenario #3 is the only scenario that has a question associated with it. Please confirm how you would like Applicants to approach the remaining six scenarios.	Unless otherwise indicated, the Applicant should describe how it would provide services and ensure the participant's specific needs are met.
	RFA Section	Question	Answer
57	Appendix Q	Is there a required page limit for Appendix Q CSR responses?	No, there is no page limit.
	RFA Section	Question	Answer
58	N/A	Could you please send me or post the RFA attendance?	Please refer to Addendum 2.

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	RFA Section	Question	Answer
59	N/A	Are there any restrictions on Subcontractors being presented on more than one Prime Application?	No, a subcontractor may be used for multiple applications.
	RFA Section	Question	Answer
60	III-4.	Are subcontractors, including SDBs and VBEs, required to have a UEIN (#7) and SAP/SRM vendor number (#8)?	Please refer to the responses to Q.25 and Q.27.
	RFA Section	Question	Answer
61	I-4.	If the Applicant intends to apply statewide, in all five zones, is it necessary to submit separate CPP submissions for each zone, or does one CPP submission meet the requirement?	Please refer to Section I-14.B. of the RFA: “Applicants may submit one application for multiple zones; however, if an Applicant is submitting for multiple zones, any and all portions of the Technical and CPP Submittals that describe different, separate, or additional components specifically designed to address the RFA requirements in one particular zone must be provided under separate tabs of the Applicant’s response for a particular section or question, and clearly labeled as “Section or Question [insert number and name of relevant section or question] CHC [zone name] Zone” and Section or Question [insert number and name of relevant section or question] HealthChoices [zone name] Zone,” respectively.”
	RFA Section	Question	Answer
62	III-4.	Do subcontractors need to complete an Appendix F to be submitted by Applicant?	Yes, if the experience of the proposed subcontractor is being used to meet the qualifications and requirements of the RFA. Please refer to Section III-4.A of the RFA.

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	RFA Section	Question	Answer
63	Appendix B and E	<p>Appendix E, B, Question 31: Describe how your CHC-MCO will approach the service coordination ratio (to be no less than 1 service coordinator to 50 HCBS participants and 1 service coordinator to 200 nursing facility participants).</p> <p>Appendix B, 2024 Community HealthChoices Agreement: The CHC-MCO must develop, submit for DHS approval, and implement a plan to monitor the performance of Service Coordinators. The maximum caseload ratio for Service Coordinators serving HCBS Participants is 1:60. The maximum caseload ratio for Service Coordinators serving Participants in nursing facilities is 1:225.</p> <p>Question: There is a difference between staffing ratios in the RFA versus the draft Agreement. Please confirm the staffing ratio requirement.</p>	Please refer to the response to Q.47.
	RFA Section	Question	Answer
64	N/A	Is there an anticipated award date?	There is no further information available at this time. Please continue to monitor eMarketplace for any procurement activity.
	RFA Section	Question	Answer
65	Section I-4.	May the Applicant include additional sections in the Technical Submittal?	The technical submittal should only include those sections identified in Section I-14.B.1.a. “Applicants should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the application.” (See Section I-14.B of the RFA).
	RFA Section	Question	Answer
66	N/A	If the Technical Submittal is over the size limit and needs to be sent in multiple emails, does the Application Cover Sheet need to be attached to every section of the Technical Submittal in each email?	The Application Cover Sheet does not need to be included on each email. Per Section I-14.A, please include “RFA #31-

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			22 Application Part X of Y” (total number of emails) in the subject line.
67	N/A	Regarding page limits, is the space taken by the RFA question text counted toward the page limit?	Please refer to the response to Q.35.
	RFA Section	Question	Answer
68	I-4.	When an Applicant answers one question in a section by zone and the remaining questions in a section statewide, how does this impact the section page limit?	The Applicant should adhere to the page limits per zone , combining an individual zone-specific response with the statewide response (if any). For instance, if an Applicant is submitting an application for all zones, the information for an individual zone combined with the information generally applicable to all zones should not exceed the specified page limit.
	RFA Section	Question	Answer
69	III-4.	The RFA states that “one-third of the Board’s members must be Participants receiving LTSS from the CHC-MCO.” The draft CHC Agreement does not contain a board composition requirement. Please clarify the Board composition requirement.	Applicants should respond to the RFA Board composition requirement. Please refer to the response to Q.24.
	RFA Section	Question	Answer
70	Appendix H	Please clarify the term ‘client.’ If proposed Key Personnel do not directly engage with outside clients, what type of references will the Department accept?	Appendix H does not utilize the term 'client'. If the question relates to the use of the term “outside clients (non-DHS)” in Section III-4.A. of the RFA, client means customer. References should be from outside, non-DHS customers. Applicants must determine the appropriate contacts.

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71	III-7.	Does DHS support a standard authentication mechanism/federated SSO approach such as SAML 2.0, Oauth 2.0, OpenID Connect (OIDC) to support the digital experience or are the Applicant's expected to use Keystone Login APIs exclusively?	The Applicant should register with and utilize Keystone Login. Applications that utilize Keystone Login can leverage authentication methods through one of the following: (1) via a series of Application Programming Interfaces ("APIs"), (2) as a redirect to the Keystone Login Portal, or (3) a hybrid of both approaches.
	RFA Section	Question	Answer
72	III-7.	Is it expected that participants and providers start their experience on PA.GOV, authenticate on PA.GOV and then pass through to the Applicant's portals, or does the Department expect participants/providers to log in starting on the Applicant's site and then pass those credentials for authentication via Keystone Login?	It is expected that the experience is seamless regardless of the entry point. Applicants should include a description of how they plan to integrate a consistent and user friendly experience. The Applicant should be able to receive and validate the credentials of a Pennsylvanian or individual that were previously authenticated from an active Keystone Login session among Commonwealth websites, applications, and digital services to allow seamless navigation to and from PA.GOV. The Applicant should be able to pass Keystone Login credentials to other Commonwealth websites, applications, and digital services.
	RFA Section	Question	Answer
73	III-7.	Is it expected that our application should include all available data elements from our proposed solution that can be shared with the Commonwealth to assist in building out its centralized enterprise data hub?	All data elements will be inventoried, classified, and categorized in the Commonwealth's Enterprise Data Catalog

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			in accordance with IT Policy ITP-INF015. Resident and/or business demographic data elements will be evaluated for sharing with the Commonwealth Centralized Data HUB.
	RFA Section	Question	Answer
74	I-4.	Do tables count as graphical exhibits and are they allowed to be in a smaller font than the 12-point required for text?	Yes. Please refer to the response to Q.11.
	RFA Section	Question	Answer
75	III-7.	Readiness Review. Please clarify what response is expected for this section.	Applicants should provide a proposed approach to completing the Readiness Review task based on the information provided in this section and aligning with the evaluation considerations set forth in Section II-4 of the RFA.
	RFA Section	Question	Answer
76	Appendix Q	Cloud Services Requirements: Please clarify the expectations of the Applicant as it relates to access to Commonwealth data by offshore staff?	Please see ITP-SEC000, Section 3.1, Offshore Access for clarification https://www.oa.pa.gov/Policies/Documents/itp_sec000.pdf
	RFA Section	Question	Answer
77	III-7.	Does the Commonwealth expect the Applicant to use the PA.GOV domain for the participants to access the Applicant's Participant Portal, or should the Applicant create a NEW URL that combines this domain?	The Applicant must use the PA.GOV domain. Refer to ITP-NET005 - Commonwealth External and Internal Domain Name Services (DNS): https://www.oa.pa.gov/Policies/Documents/itp_net005.pdf

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	RFA Section	Question	Answer
78	III-7.	Please clarify if the Applicant is being asked to describe the platform experience or how it will integrate or interface with PA.Gov?	How it will interface with PA.gov. Each Applicant’s application should include a description of how the Applicant plans to integrate a consistent and friendly user experience, starting with PA.GOV.
	RFA Section	Question	Answer
79	III-7.	Regarding “Receive + validate credentials from the previously authenticated active session”, please confirm the expectation is that the Applicant’s service coordination platform is able to receive/validate credentials previously authenticated from active sessions in the service coordination platform, or do you mean from PA.GOV sites/applications?	From PA.GOV sites/applications. The Applicant should be able to receive and validate the credentials of a Pennsylvanian or individual that were previously authenticated from an active Keystone Login session among Commonwealth websites, applications, and digital services to allow seamless navigation to and from PA.GOV.
	RFA Section	Question	Answer
80	I-14.	May the Applicant submit redacted versions for the SDB, VBE, and CPP submissions?	Please refer to Section I-20.C of the RFA. If the SDB, VBE, or CPP submittals contain confidential proprietary information or trade secrets, the Applicant must provide a completed Appendix L (or other written statement that complies with the requirements of the RFA) and separate redacted versions of the submittals.
	RFA Section	Question	Answer
81	I-14.	Will the Department consider providing an FTP site for Applicant’s to upload submissions rather than multiple emails?	No. Please refer to the response to Q.4.

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	RFA Section	Question	Answer
82	Appendix E	Measures c and f were not HEDIS measures in the three most recent completed measurement years. Are there any other measures we should include in their place?	Please refer to the responses to Q.50, Q.51, and Q.52; and to Addendum 4 and Revised Appendix E.
	RFA Section	Question	Answer
83	Appendix E	If the Applicant is not a current Community HealthChoices plan but is a current PA Physical Health HealthChoices (Medicaid) plan, please confirm we are to submit our PA Physical Health HealthChoices (Medicaid) HEDIS® rates.	Yes, please submit the PA Physical Health HealthChoices (Medicaid) HEDIS® rates. Please see Addendum 4 and Revised Appendix E.
	RFA Section	Question	Answer
84	Appendix E	This HEDIS measure was retired by NCQA in 2015. Would DHS consider replacing with another measure?	Please refer to the response to Q.50 and to Addendum 4 and Revised Appendix E.
	RFA Section	Question	Answer
85	Appendix E	The age range in the question is different than the HEDIS measure of Ages 50-74. Did DHS mean to use the HEDIS 50-74 age range or does DHS wants this Ages 42-69 years?	Please refer to the response to Q.51 and to Addendum 4 and Revised Appendix E.
	RFA Section	Question	Answer
86	Appendix I and J	Please advise that an Applicant can count SDB/VBE spend for direct medical services to program beneficiaries toward the overall commitments.	Yes, as long as these services are being performed by a qualifying SDB or VBE that is identified in the Applicant's application. All SDB/VBE subcontractors should be identified as part of the Applicant's response to Section III-4 of the technical submittal.
	RFA Section	Question	Answer
87	Exhibit G	Please confirm whether the following Agreement references should be ten (10) days or fifteen (15) days.	15 days.
	RFA Section	Question	Answer
88	III-7.	Please confirm whether this applies only to those websites, applications, and digital services that would be accessed by Participants in the CHC program.	This applies to all commonwealth websites, applications and digital services that are accessed by Pennsylvanians or

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			individuals. Participants of the CHC program might also be a participant of other commonwealth services that require a login. Participants must be able to move seamlessly to other Commonwealth services when leaving the Applicant's solution.
	RFA Section	Question	Answer
89	III-4.	Please confirm that “organization” is limited only to the Applicant who intends to submit an application. If this is not the case, please clarify whether “organization” is also intended to include the Applicant’s subsidiaries or affiliates operating Medical Assistance (Medicaid) managed care health plans.	Please refer to Section III-4.A.: “If an Applicant is proposing to use the services or products of a subsidiary or affiliated firm, the Applicant should describe the business arrangement with that entity and the scope of services the entity will provide.” See also the response to Q.16 and Addendum 4.
	RFA Section	Question	Answer
90	Appendix B	Please confirm that the correct Service Coordinator-to-Participant ratios for the RFA response and the Draft Agreement are 1:60 related to HCBS Participants and 1:225 related to Participants in nursing facilities.	Please refer to the response to Q.47.
	RFA Section	Question	Answer
91	III-4.	Please confirm that the following definition of “sanctions” taken from Section VIII.I of the Community HealthChoices Agreement will satisfy this requirement: a. Imposing civil monetary penalties of a minimum of One Thousand Dollars (\$1,000.00) per day for noncompliance; b. Requiring the submission of a corrective action plan; c. Suspending or Limiting Enrollment of new Participants; d. Suspension of payments;	“Sanctions” are identified in various sections of the CHC Agreement, inclusive of sections VIII.I, VII.A.6, and its Exhibits and Attachments. For purposes of the application, the Applicant need only disclose those sanctions identified in the CHC Agreement.

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		e. Preclusion or exclusion of the CHC-MCO, its officers, managing employees or other individuals with direct or indirect ownership or control interest in accordance with 42 U.S.C. § 1320a-7, 42 C.F.R. Parts 1001 and 1002; 62 P.S. § 1407 and 55 Pa. Code §§ 1101.75 and 1101.77; f. Temporary management subject to applicable Federal or State law; and/or g. Termination of the Agreement	
	RFA Section	Question	Answer
92	III-4.	Please confirm that “significant litigation or investigation” means litigation or investigation that could materially affect the Applicant’s ability to perform under the Agreement.	Please refer to the responses to Q.17 and Q.18.
	RFA Section	Question	Answer
93	III-4.	Please clarify whether “forms” should be read as “form of business entity.”	If this question relates to the sentence providing, in relevant part, “The Applicant should describe its corporate identity, legal status and forms . . .”, Applicants may disregard the reference to “forms.” Please refer to Addendum 4.
	RFA Section	Question	Answer
94	Appendix L	Can the Commonwealth provide Word documents for Appendix form L?	The PDF versions are fillable. The Department will not be providing Microsoft Word documents.
	RFA Section	Question	Answer
95	III-6.	Please confirm that restatement of the questions in an Applicant’s response also will not count toward page limits.	Please refer to the response to Q.35.
	RFA Section	Question	Answer
96	I-4.	Can Applicants use smaller font size for graphics, tables, and other supplemental materials throughout the entirety of the response?	Please refer to the response to Q.11.
	RFA Section	Question	Answer
97	III-6.	Please confirm the labeling should be “Part III, Section III-6 Work Statement Questionnaire Community HealthChoices [zone name] Zone”.	Yes.

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	RFA Section	Question	Answer
98	Appendix E	The Comprehensive Diabetes Care: LDL Control <100 measure was retired prior to 2020. Accordingly, there is no data available for 2020–2022 as requested in the table. Can this measure be removed from the question?	Please refer to the response to Q.50 and to Addendum 4 and Revised Appendix E.
	RFA Section	Question	Answer
99	III-4.	Please confirm that “terminations” do not include contracts that terminate as a result of expiration of the contract term.	Yes, terminations do not include contract or agreement expirations that were contemplated in the contract or agreement. This also does not include an entity’s decision not to exercise an <i>optional</i> renewal or extension.
	RFA Section	Question	Answer
100	Appendix B and P	Can the Department clarify and confirm that Appendix B would control in the event of any conflict between similar provisions found in Appendix B and Appendix P?	The selected Applicant may discuss such conflicts with the Department during negotiations. Please refer to Section III-9: “Selected Applicants will be provided an opportunity to discuss the CHC Agreement during negotiations.” As noted throughout the RFA, Appendix B is a draft and is subject to change. Applicants may provide objections and additions to Appendix P as part of their response to Section III-9 of the RFA.
	RFA Section	Question	Answer
101	Appendix E	Question 7 in Section L. Case Scenarios states, “An 85-year-old participant with progressing Alzheimer's Dementia lives with their 88-year-old spouse and has recently reported difficulty in managing their spouse due to wandering and sundowning. They have been reluctant to accept home care support given their religious, cultural or other personal beliefs.” Can you confirm that the 88-year-old spouse is struggling to care for the 85-year-old Participant?	This is confirmed. Please refer to Addendum 4 and Revised Appendix E.

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	RFA Section	Question	Answer
102	Appendix E	Please clarify the scenarios under which the Department would expect bidders to communicate outcomes measures to Out-of-Network Providers.	Applicants should propose a plan to communicate outcome measures, which includes identifying scenarios in which such communications would be appropriate.
	RFA Section	Question	Answer
103	III-5.	Section III-5 of the RFA requires Applicants to provide a number of financial documents (i.e., audited and unaudited financial statements, information about lines of credit) for the Applicant and for each entity that owns at least five percent (5%) of the Applicant. Would it satisfy this requirement to submit items 1–11 for the Applicant and the Applicant’s ultimate parent(s)?	The Department does not have sufficient information regarding the Applicant’s business structure to respond to this question. Applicants should submit the information requested in Section III-5 of the RFA.
	RFA Section	Question	Answer
104	Appendix B	Does the Department intend to update Appendix B with the most current Community HealthChoices Agreement?	Appendix B is the draft 2024 CHC Agreement that will be final once OLTL receives CMS approval. As noted throughout the RFA, Appendix B is a draft and is subject to change.
	RFA Section	Question	Answer
105	III-4.	Please confirm that a subcontractor resume is only required if the Applicant intends to engage a subcontractor to fill a Key Personnel/Executive Management position as defined in Executive Staff and Key Personnel in Sections V.V and V.W of Appendix B.	Please refer to the response to Q.31.
	RFA Section	Question	Answer
106	Appendix I	Please confirm that if an Applicant uses the Letter of Commitment template in SDB-3-1, they will be considered to be responsive to the requirements in Section V.1.a. of SDB-1.	Per SDB-1 Section, "V. Additional Required Documentation: 1. The Applicant must submit along with its SDB Participation Submittal (SDB-2) a

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			<p>letter of commitment (LOC) (SDB-3-1) for each subcontractor included in its SDB Utilization Schedule (SDB-3)." Please review SDB-1, Instructions for Completing SDB Participation Submittal. Use of the LOC template alone does not ensure compliance; rather, an Applicant must fully and correctly complete the LOC template with the information requested in the template and in SDB-1.</p>
	RFA Section	Question	Answer
107	Appendix J	Please confirm that if an Applicant uses the Letter of Commitment template in VBE-3-1, they will be considered to be responsive to the requirements in Section V.1.a. of VBE-1.	<p>Per VBE-1 Section, "V. Additional Required Documentation: 1. The Applicant must submit along with its VBE Participation Submittal (VBE-2) a letter of commitment (LOC) (VBE-3-1) for each subcontractor included in its VBE Utilization Schedule (VBE-3)". Please review VBE-1, Instructions for Completing VBE Participation Submittal. Use of the LOC template alone does not ensure compliance; rather, an Applicant must fully and correctly complete the LOC template with the information requested in the template and in VBE-1.</p>
	RFA Section	Question	Answer
108	III-4.	Please confirm that if an Applicant provides the subcontractor information listed in Section III-4.D.1-14, the requirements of III-4.C. for any applicable subcontractor are satisfied.	<p>Applicants may cross-reference sections and need not duplicate the descriptions of the subcontractors; however, given the anticipated length and complexity of applications, Applicants should always explain when they are including cross-references to avoid duplication and</p>

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			clearly identify the section where the information is included.
	RFA Section	Question	Answer
109	Appendix Q	Can the Commonwealth provide a Word document of Appendix form Q, or can we re-create a Word version since there is not enough space in the original form?	Please refer to the response to Q.94.
	RFA Section	Question	Answer
110	III-4.	What are the maximum caseload ratios for Service Coordinators serving HCBS participants and participants in nursing facilities? In Appendix B - Section J, page 66, it states 1:60 for HCBS participants and 1:225 for participants in nursing facilities; Appendix E - Section B. Participant Service Coordination and Care Management Q #31 states the max ratio is 1:50 for HCBS participants and 1:200 for participants in nursing facilities.	Please refer to the response to Q.47.
	RFA Section	Question	Answer
111	III-4.	In Section III-4 C.2. Key Administrative Positions, the minimum key administrative positions/functions includes a housing coordinator and employment coordinator. However, these positions are not listed in Section V.W. of the draft Agreement. Can the Commonwealth clarify the requirement for a housing coordinator and employment coordinator, as well as provide a description/qualifications for the position?	The Department is interested in having Applicants describe how they would incorporate these positions. Applicants should propose job descriptions and qualifications for these positions.
	RFA Section	Question	Answer
112	Appendix E	In question 14 of Section F, Quality Improvement and Performance Measures, MCOs are required to submit the last 3 years of HEDIS data for the indicated performance measures. Two of the measures are retired measures: Comprehensive Diabetes Care: LDL control <100 and Cholesterol Management for patients with Cardiovascular Conditions: LDL-C Controlled<100. Are there other measures the Commonwealth would like MCOs to report?	Please refer to responses to Q.50, Q.51, and Q.52, and to Addendum 4 and Revised Appendix E.

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	RFA Section	Question	Answer
113	III-4.	Company Overview, the question states "If the experience of any proposed subcontractor is being used to meet the qualifications and requirements of this RFA, the Applicant should provide the same information as listed above for the subcontractor." Does this include all of the information above in the section, including information on the ownership of the company (names and percent of ownership), the date the company was established, the date the company began operations, the physical location of the company, the current size of the company, the corporate organizational chart, corporate identity, names of the principal officers, a description of its major services, any specific licenses and accreditations held by the Applicant, including, and the Articles of Incorporation. Can the Commonwealth clarify what information should be included for each subcontractor?	All of the information requested for prime Applicants should be included for these subcontractors, including corporate references.
	RFA Section	Question	Answer
114	N/A	When are key milestones/dates for securing adequate networks for MLTSS? When do we need to have full networks contracted and credentialed? Is there a high-level timeline for CY 2024?	This is part of Readiness Review and will be determined after Applicants are selected for negotiations.
	RFA Section	Question	Answer
115	Part IV	For diverse spending, the state provided 1 rate for statewide. If a plan is going statewide, do we submit 1 diverse supplier form, utilization schedule or do we submit 1 form by zone with the state fee used for each zone for calculation purposes?	Applicants should use the individual PMPM rate for each zone for which they are applying. The Statewide PMPM was only included for informational purposes, since after award an MCO selected for all zones may use a statewide PMPM in lieu of the zone PMPM. The administrative PMPMs included in the RFA are assumptions/estimates for the purpose of preparing and submitting applications.
	RFA Section	Question	Answer
116	Part IV	Are health plan SDB commitments on an annual basis or life of CHC contract? Example 11% over the course of health plans contract or 11% annual spend.	SDB and VBE goals are applicable to life of the Agreement (the initial Agreement term and any extensions) and are not annual goals. Compliance is tracked on

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			an ongoing basis with required Monthly reporting. Please review RFA No. 31-22, Section IV-4.D.1.
	RFA Section	Question	Answer
117	N/A	When should applicants anticipate awards to be announced?	Please refer to the response to Q.64.
	RFA Section	Question	Answer
118	III-6.	On page 33 of the RFA, it states "Include a Program Evaluation and Review Technique ("PERT") or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach was chosen. The relationship between Key Personnel and the specifics tasks, assignments, and deliverables proposed to accomplish the scope of work should also be described." Does this apply solely to the work plan required by the Section A. Planned Approach in the Work Statement Questionnaire (Appendix E) or more broadly to other Work Statement Questionnaire Sections?	The sentence should read: "Include a Program Evaluation and Review Technique ("PERT") or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach." It applies to more broadly both the Work Plan section of the RFA (Section III-6) and the Work Statement Questionnaire, but should also incorporate other aspects of the Technical Submittal where relevant and appropriate (such as the Key Personnel section).
	RFA Section	Question	Answer
119	Appendix B	OLTL states: "The CHC-MCO must develop, submit for DHS approval, and implement a plan to monitor the performance of Service Coordinators. The maximum caseload ratio for Service Coordinators serving HCBS Participants is 1:60. The maximum caseload ratio for Service Coordinators serving Participants in nursing facilities is 1:225." In Appendix E, Work Statement, Section B. Question 31, OLTL states: "Describe how your CHC-MCO will approach the service coordination ratio (to be no less than 1 service coordinator to 50 HCBS participants and 1 service coordinator to 200 nursing facility participants)." Can OLTL please clarify the intended ratios?	Please refer to the response to Q.47.

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	RFA Section	Question	Answer
120	III-7.	Can the department share how the state will differentiate the prospective participant entry point from the existing participant entry from one another for each MCO on the PA.Gov website?	The Applicant should propose how they plan to differentiate the entry point.
	RFA Section	Question	Answer
121	Appendix E	This question states, “Describe how you will include in your network any qualified HCBS provider, nursing facility, and LTSS providers that are enrolled MA providers at the time of implementation.” Will the Department define “any qualified”?	Qualified providers are those that are enrolled as HCBS, NF, or LTSS Medicaid (MA) providers with the Department.
	RFA Section	Question	Answer
122	I-3. and Appendix B	Can the Department confirm if CHC-MCOs may continue to operate under a “coordination only DSNP” as outlined in CMS Medicare Managed Care Manual, Chapter 16b, § 40.5.1 (Rev. Nov. 28, 1014), Available at : https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/mc86c16b.pdf or will the Department require CHC-MCOs to operate as a FIDE SNP?	CHC-MCOs may continue to operate under a coordination only DSNP.
	RFA Section	Question	Answer
123	III-4.	Can the Department confirm that Applicants may limit the disclosure of any recent or current CAPs and sanctions to those which were issued under Medicaid/Medicare contracts?	Please refer to the response to Q.16.
	RFA Section	Question	Answer
124	Appendix F	May applicants limit the disclosure of prior suspensions or debarment by state or federal or any other government involving the proposer or any affiliate for the past five years to those related to Medicaid/Medicare contracts?	Please refer to the response to Q.16.
	RFA Section	Question	Answer
125	N/A	Regarding the instruction in the fourth row in the "Calendar of Events" table (i.e., Please monitor this website for all communications regarding this Request for Application.), would DHS please confirm which website link	“This website” refers to eMarketplace. Applicants should monitor eMarketplace for all communications regarding this solicitation. There is no other official

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		Applicants should monitor for communications regarding the RFA? Would DHS confirm if we should be monitoring the PA eMarketplace website?	source of information regarding the RFA and Applicants should not rely on information from any other source in preparing and submitting their applications. PA - eMarketplace (state.pa.us)
	RFA Section	Question	Answer
126	I-14.	The RFA indicates, "Exceptions for paper and font size are permissible for project schedule (Microsoft Project) or for graphical exhibits and material in appendices." Would DHS please provide a definition of "graphical exhibits"? Would "graphical exhibits" include any graphic or illustration that is presented within the responses to the Technical Submittal contained in the RFA 31-22 Community HealthChoices Final or Appendix E., Work Statement Questionnaire, as well as all appendices and attachments? Would DHS please detail the style guideline requirements for graphics?	Graphical exhibits are non-text portions of the response such as tables, graphs, and diagrams. They should be tagged appropriately with alternative text descriptions. Graphical exhibits should be utilized sparingly. Large amounts of text should not be put forward as part of a graphical exhibit.
	RFA Section	Question	Answer
127	I-14.	We understand that Applicants must be attentive to the maximum page values that DHS has assigned to each section and want to ensure our compliance with DHS' preferred formatting. Would DHS please confirm if each question from Appendix E., Work Statement Questionnaire, should begin on a new page?	They do not have to start on a new page.
	RFA Section	Question	Answer
128	II-3.	DHS indicates, "The evaluation committee will evaluate Technical Submittals for each zone separately. The Department will provide written notice of its selection for negotiations of the responsible Applicant(s) whose application(s) is determined to be the most advantageous to the Commonwealth after taking into consideration all evaluation factors." Are Applicants required to submit separate proposal documents for each zone?	Please refer to Section I-14.B. of the RFA.
	RFA Section	Question	Answer
129	III-7.	Please clarify the intended functionality described in this paragraph: "The selected Applicant must use the PA.GOV domain for proposed websites and digital services. Refer to the Commonwealth Information Technology Policy ("ITP") ITP-NET005 - Commonwealth External and Internal Domain Name	It is expected the experience is seamless regardless of the entry point. Applicants should include a description of how they plan to integrate a consistent and friendly

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		Services (“DNS”). Applicants shall acknowledge its understanding of and compliance with this requirement in its application.” Does CHC intend CHC MCOs to include the PA.GOV in website and application URL addresses? For example, would DHS expect that the CHC MCO website utilize a URL like www.CHCMCO.PA.Gov?	user experience. The Applicant should be able to receive and validate the credentials of a Pennsylvanian or individual that were previously authenticated from an active Keystone Login session among Commonwealth websites, applications, and digital services to allow seamless navigation to and from PA.GOV. The Applicant should be able to pass Keystone Login credentials to other Commonwealth websites, applications, and digital services.
	RFA Section	Question	Answer
130	Appendix P	A review of Appendix P., IT Contract Terms and Conditions DHS Addendum and Audit Clause, found that several terms contained within the Appendix would be inapplicable to the Project or would be duplicative of, or in direct conflict with, similar terms contained within the Appendix B., CHC Draft Agreement. Can you elaborate on how the Department intends to address inapplicable, duplicative, and/or conflicting terms? Should Applicants identify and address such terms as “objections” within their response to Section III.9. of the Technical Submittal, or will the Department be providing a broad modification to the RFP and Appendices that would serve to remove any inapplicable, duplicative, or conflicting terms?	Please refer to Section III-9. Objections and Additions to the IT Terms and Conditions and to the response to Q.100. These matters may be addressed during negotiations.
	RFA Section	Question	Answer
131	Appendix Q	As defined by the Commonwealth within RFA 31-22 and ITP-SEC040 (referenced in Appendix Q., Computing Services Requirements), it does not appear that any Community HealthChoices Services would be considered “Computing Services” such that Applicants would be subject to the	Applicants should acknowledge and conform to the six design principles and requirements when proposing solutions within applications in response to

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		requirements within Appendix Q., Computing Services Requirements. If the Department considers any of the Community HealthChoices Services within the Project to be to “Computing Services,” can it please identify those services and elaborate on how they meet the definition of “Computing Services”?	Commonwealth solicitations. The selected Applicant must align its performance and deliverables with these principles and requirements under any agreement that may be awarded as a result of this RFA.
	RFA Section	Question	Answer
132	Appendix E	Scenario 7 reads, “An 85-year-old participant with progressing Alzheimer's Dementia lives with their 88- year-old spouse and has recently reported difficulty in managing their spouse due to wandering and sundowning. They have been reluctant to accept home care support given their religious, cultural or other personal beliefs.”	Please refer to the response to Q.101 and to Addendum 4 and Revised Appendix E.
	RFA Section	Question	Answer
133	Appendix B and E	The service coordination ratios within Appendix B., CHC Draft Agreement and Appendix E., Work Statement Questionnaire, are different (1:60 vs 1:50 for service coordinator to HCBS participants, 1:225 vs. 1:200 for service coordinator to nursing facility participants). Which ratios are to be used for these measures?	Please refer to the response to Q.47.
	RFA Section	Question	Answer
134	Appendix I and J	Will the SDB-3-1 and VBE-3-1 Letter of Commitment Forms be updated to include an entry placeholder so that the Applicant may list the required input pertaining to "associated estimated gross dollar value of the commitment made to the SDB" as listed in Appendix I., Small Diverse Business Participation Form, SDB-1 § V(1)(a) and Appendix J., Veteran Business Enterprise Participation Form, VBE-1 §V(1)(a) of the RFA? If these forms will not be updated, where on the form should the referenced dollar value be listed?	There is an error on Appendix I and J on SDB-1 and VBE-1, V. Additional Required Documentation: Section #1 A. It should read: “The fixed numerical percentage commitment.” Please refer to Addendum 4 and Revised Appendices I and J. Applicants must utilize the Revised Appendices in submitting their applications.
	RFA Section	Question	Answer
135	Appendix I and J	The SDB and VBE Utilization Schedules (Appendix I., Small Diverse Business Participation Form, SDB-3; Appendix J., Veteran Business Enterprise Participation Form, VBE-3) each require an “Associated Dollar Value of Commitment” for each of the vendors listed. Is it the intent of the	These forms are revised to remove the “Associated Dollar Value of Commitment”. Please refer to Addendum 4 and attached Revised Appendices I and

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		Department that the dollar value listed by the Applicant for each of the SDBs or VBEs represent the total commitment for the five-year term of the contract, or an annualized value? Example: The Applicant plans to spend \$100,000 with a specific SDB for each year of the contract equating to \$500,000 total over the contract term, should the dollar value listed by the Applicant on SDB-3 for that specific vendor be \$100,000 or \$500,000?	J. Applicants must utilize the Revised Appendices in submitting their applications.
	RFA Section	Question	Answer
136	III-7.	If an Applicant is awarded the contract and successfully completes Readiness Review as outlined in III-7-I, would the Applicant receive credit toward the SDB/VBE commitment amounts for services provided by those SDBs/VBEs during the Readiness Review period and leading up to the effective start date of the contract?	Readiness Review occurs before the Agreements become effective and before the selected CHC-MCO may provide services to eligible CHC participants (refer to Section III-7.I of the RFA). SDB/VBE commitments during that period will not count towards the SDB/VBE participation goals, as the goals apply to commitments during the term of the Agreements.
	RFA Section	Question	Answer
137	III-6.	Can the Department please confirm that bidders may submit a Gantt chart in lieu of a PERT diagram. The Gantt is compliant with the Web Content Accessibility Guidelines (WCAG) 2.2 AA standards and Section 508 requirements. Please confirm that this is acceptable.	Yes, this is acceptable.
	RFA Section	Question	Answer
138	Appendix E	Please confirm that requested charts and diagrams will not be counted towards our overall page count limit for any section, particularly for Appendix E.	Graphical exhibits are non-text portions of the response such as tables, graphs, and diagrams. They should be tagged appropriately with alternative text descriptions. Graphical exhibits should be utilized sparingly. Large amounts of text should not be put forward as part of a graphical exhibit.
	RFA Section	Question	Answer
139	N/A	Will the restatement of each question count towards the page limits?	Please refer to the response to Q.35.

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	RFA Section	Question	Answer
140	Appendix L	Would the Commonwealth confirm which section Appendix L should be included in our submittal?	The Appendix is a standalone document and should not be included within any individual section of the Technical Submittal. Rather, it should be appended to the end of the Technical Submittal.
	RFA Section	Question	Answer
141	Appendix A	Would the Commonwealth confirm which section the Cover Sheet should be included in our submittal?	The Cover Sheet may be included as the first page of the Applicant's submission to DHS; however, this is not a requirement. The Cover Sheet is a standalone document and should not be included within any individual section of the Technical Submittal.
	RFA Section	Question	Answer
142	III-4.	For the reporting of Sanctions for lines of business outside of Pennsylvania, consequences of non-compliance vary by contract. Will the Commonwealth clarify if it is requesting: (1) only official notices of non-compliance that an Applicant has been issued that meet criteria as defined in Section VIII.I of the CHC Agreement; or (2) only official notices of non-compliance that an Applicant has been issued that meet criteria that can be found anywhere in the CHC Agreement, inclusive of sections VIII.I, VII.A.6, and its Exhibits and Attachments.	Please refer to the response to Q.91.
	RFA Section	Question	Answer
143	Appendix E	Please clarify if the systems diagram that describes each component of the management information system and all other systems that interface with or support it, is included in the 20-page maximum for this section.	Please refer to the response to Q.36.

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	RFA Section	Question	Answer
144	Appendix B	Can the Commonwealth confirm the automatic assignment process outlined in Exhibit J of the draft CHC agreement does not and will not include consideration for a member's current/previous CHC-MCO assignment? If the automatic assignment process does include consideration for current/previous CHC-MCO assignment will the department, ensure that any new CHC-MCOs awarded this contract achieve a critical mass of membership?	The automatic assignment process is a matter that will be determined and discussed during negotiations and Readiness Review. This information is not necessary for preparation of an application responsive to this RFA. As noted throughout the RFA, Appendix B is a draft and is subject to change.
	RFA Section	Question	Answer
145	Appendix B	How will the development of the RAR CHC-MCO plan factor be processed for new CHC-MCO's?	This information is not necessary for preparation of an application responsive to this RFA, which does not require a Cost Submittal.
	RFA Section	Question	Answer
146	III-6.	In Section III-6: Workplan, a reference is made to include a program evaluation and revenue technique (PERT) for each event in Appendix E - Work Statement Questionnaire. Is the expectation that a PERT or similar diagram be completed for each sub-section within Appendix E (e.g., A. Planned Approach, B., Participant Service Coordination and Care Management, C. Participant Direction ... K. Provider Network Composition and Network Management) or for specific sections/items?	Please refer to the response to Q.118.
	RFA Section	Question	Answer
147	III-7.	The section discusses that prior to agreement becoming effective the selected CHC-MCO will need to go through a readiness review for each CHC-zone the CHC-MCO was selected for negotiations. As written this section outlines readiness review requirements for selected CHC-MCOs, can the Commonwealth confirm what they would expect as a response for this section at this current application phase of the RFA process as there is a prompt for "Applicant Response" following this requirement?	Please refer to the response to Q.75.

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	RFA Section	Question	Answer
148	III-8.	The section discusses that the selected applicant's performance will be reviewed against Appendix B, Exhibit BB. For any deficiencies found the selected applicant will be required to prepare, submit, and implement a corrective action plan. As written this section outlines requirements for selected CHC-MCOs, can the Commonwealth confirm what they would expect as a response for this section at this current application phase of the RFA process as there is a prompt for "Applicant Response" following this requirement.	Applicants should provide a proposed approach based on the information provided in this section and aligning with the evaluation considerations set forth in Section II-4 of the RFA.
	RFA Section	Question	Answer
149	N/A	Please confirm that supporting attachments are excluded from the page limits.	Correct.
	RFA Section	Question	Answer
150	N/A	Would the Commonwealth consider a proposal submission to be 508 Compliant, with the exception of documents such as financials, forms, and attachments?	Yes.
	RFA Section	Question	Answer
151	III-7.	From the State's description of the enterprise data management program strategy, Community HealthChoices of PA would have access to multiple sources of data from multiple state agencies. Our assumption is that the payer will rely on the Community HealthChoices of PA administrators to manage the member profiles. Is our understanding correct?	Management of a member's profile information specifically within the operation of the application environment should be under the purview of Community HealthChoices of PA administrators.
	RFA Section	Question	Answer
152	III-7.	Is the existing enrollment process based on HIPAA transaction files to be replaced by the Keystone login admin management?	No. Keystone Login provides account provisioning and authentication only.
	RFA Section	Question	Answer
153	III-7.	Regarding the sharing of integrated data – what kinds/categories of data is expected to be exchanged? Can the State define the purpose of the Enterprise Data Catalog, the potential model of integration, and the data contained within the Enterprise Data Catalog?	Categories of data are listed in IT policies ITP-INF015 and ITP-SEC019 for consideration. Sections 7.1 and 7.2 of IT policy ITP-INF015 outlines the use of an

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			<p>Enterprise Data Catalog to collect and maintain inventory, classification, and categorization of Commonwealth data sources</p> <p>ITP-INF015 - https://www.oa.pa.gov/Policies/Documents/itp_inf015.pdf</p> <p>ITP-SEC019 - https://www.oa.pa.gov/Policies/Documents/itp_sec019.pdf</p>
	RFA Section	Question	Answer
154	III-7.	Can the State elaborate on the purpose of the Golden Record and the data that is contained within the Golden Record?	The centralized enterprise data hub and data services environment will maintain resident and business profile information (also known as “golden records”) that will be continuously updated and maintained for quality and accuracy purposes so that the resident and business profiles may be used for customer interactions and data transactions at the enterprise level. Data APIs will also be developed and deployed as part of the centralized enterprise data hub and data services environment. These standardized and secured data APIs will allow agency source systems to utilize resident and business profile information to update appropriate data records and maintain synchronization, accuracy, quality, and timeliness of data.

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			A current core citizen profile definition can be found in IT Policy ITP-INF003 (https://www.oa.pa.gov/Policies/Documents/bpd_inf003d.pdf)
	RFA Section	Question	Answer
155	III-7.	Can the State explain the difference between Enterprise Data Catalog and the centralized enterprise data hub?	<p>The Enterprise Data Catalog is a repository of metadata collected for all Commonwealth data sources. This metadata includes the structure of the data source, the classification and categorization of data stored in the data source, the quality of data in the data source, the lineage/data flow of the data source, the security and privacy of the data source, etc.</p> <p>The Centralized Data HUB is an enterprise level data integration services and middleware solution environment to provide for standardized communication and/or exchange of data with agency source systems on a mass scale – especially with common resident and business demographic data elements.</p>
	RFA Section	Question	Answer
156	III-7.	When the RFA mentions resident, business, and solution/system/application data, what types of data does this involve? Does this data go beyond what is listed in C.3 as “field-level data (e.g., profile/demographics/preferences of users) and outcomes data from the proposed solution (e.g., user logins, user journey history, completed applications).”?	Along with the data types provided in this question (demographic and outcomes data), there would be the potential need for application transaction data for KPI and metric reporting purposes. Example: Were service cases resolved in a timely fashion.